

REMARKS/ARGUMENTS:

The Notice of Allowance dated October 8, 2004 includes an Interview Summary for an interview of September 28, 2004. The cover page of the Notice of Allowability (PTOL-37) also noted that corrected drawings as replacement pages must be submitted. These are addressed below.

APPLICANT'S INTERVIEW SUMMARY:

A telephone interview was conducted on September 28, 2004 between Examiner Nabil M. El-Hady and the Applicant's undersigned representative. The Examiner indicated that he would allow the claims if claim 20 was amended to recite in the preamble "service level agreement" in place of the acronym "SLA", and if claim 21 was amended to recite in the preamble a computer-readable media. The undersigned agreed.

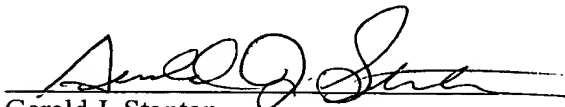
In the Examiner's Amendment, the Applicant agrees with the changes to claims 20 and 21. The Applicant relies on the Patent Office's determination of the specific language of the claim 21 preamble for the computer program of that claim being embodied on or in the recited computer-readable media.

DRAWINGS:

In a teleconference with the Examiner on October 21, 2004, he informed the undersigned to submit a full set of formal drawings. Those drawings are attached in nine pages. It is noted that Figure 5 is a replacement page as detailed in an Amendment dated June 18, 2004. The attached drawings reflect no changes that have not been previously made of record.

The issue fee will be paid under separate letter. The undersigned representative is available to discuss or clarify any remaining matters via teleconference at the Examiner's discretion.

Respectfully submitted:


Gerald J. Stanton
Reg. No.: 46,008

October 21, 2004
Date

Appl. No. 09/716,862
Response Dated October 21, 2004
Reply to Notice of Allowance of October 8, 2004

Customer No. 29683
HARRINGTON & SMITH, LLP
4 Research Drive
Shelton, CT 06484-6212
Phone: (203) 925-9400
Facsimile: (203) 944-0245
Email: gstanton@hspatent.com

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

10/21/04
Date

Ann Okrentowich
Ann Okrentowich